Cancellation email

Flexible Order Cancellation Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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EXTENSION
Magento 2 Extension Flexible Order Cancellation

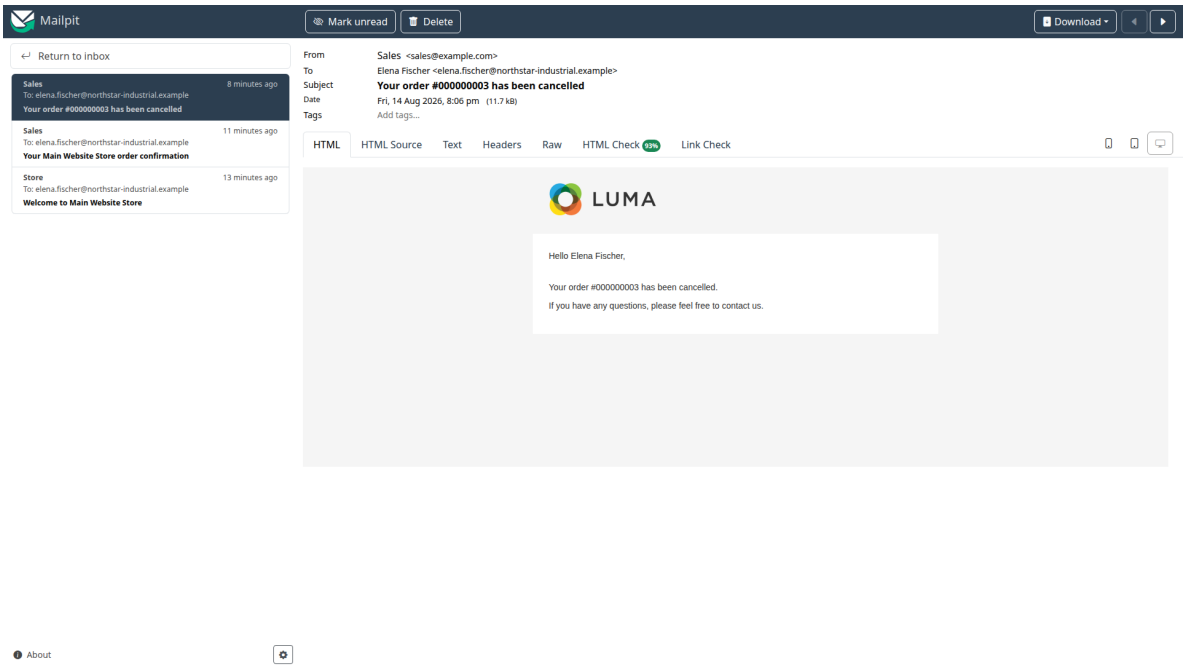
Cancellation email

The extension includes a dedicated email for orders cancelled through its actions. The supplied template tells the customer that the order was cancelled and includes the order number.

Configure delivery

1. Open **Stores > Configuration > MageB2B > Order Cancellation**.
2. Expand **Email Notification**.
3. Set **Enable Email Notification** to **Yes**.
4. Select the **Email Sender** identity.
5. Select the **Email Template**.
6. Save the configuration for the intended scope.

The message is sent to the customer email stored on the order. If the address is empty or Magento cannot deliver the message, the order change is not rolled back.



History comment and email are separate

The General setting **Customer notified** belongs to the order-history comment. It does not enable the dedicated email. Likewise, **Display on frontend** only controls whether the comment appears in the customer account.

Test before release

Cancel an eligible order in a non-production environment. Confirm the sender, subject,

customer name, order number and store branding. Also check what the Admin user sees when delivery fails so support staff know that the order may be cancelled even when the email was not sent.